



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE: Administrator
PROPOSED JOB GRADE: GMG/AM 2
POST NUMBER: 71173
DIVISION: Justice Policy and Governance
BRANCH/UNIT: Criminal, Civil and Family Law
REPORTS TO: Director Criminal, Civil and Family Law
MANAGES: N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

Strategic Objectives of the Division (in which the position is located):

To improve the effectiveness of the implementation of key policies, projects and administrative services that support organizational strategies to advance the achievement of goals and objectives.

Job Purpose

Under the supervision of the Director, Criminal Civil and Family Law (CCFLU), the Administrative Assistant provides administrative support services that enhance the Director's Office and the operations of the Unit in general. The Administrative Assistant coordinates the activities of the office, organizes meetings, and manages/monitors the Director's calendar, drafts reports and other documentations; undertake research on special projects to support the work of the Director and to allow for the efficient operation of the Unit and the delivery of service to its clients.

Key Outputs:

- Calendar/schedules created and maintained
- Itineraries/meetings coordinated and arranged
- Visitors/phone calls received and responded to
- Incoming issues researched, prioritized and processed
- Director briefed and updated
- Cabinet decisions received and actioned
- Corporate, operational and work plans Budget/cash flow prepared
- Requests for information researched/provided
- Database kept up-to-date and current information available
- Administrative systems maintained

Key Responsibility Areas:

- Manages the calendar of schedules and appointments on behalf of the Director;
- Prepares audio visual presentations as appropriate; prepares Briefs, background information and/or supporting documents for scheduled appointments, meetings, speaking engagements, conferences, interviews as appropriate/directed;
- Reviews, collates and edits reports for submission to the Director and other stakeholders as directed
- Composes and prepares correspondence, memoranda, agenda and other documents that are oftentimes confidential
- Produces and distributes action minutes of meetings; follows up on actions to be taken;
- Coordinates all activities related to the preparation of the section's budget, corporate and operational plans, individual work plans, performance appraisal reports, leave schedules and training needs analysis to ensure submission within stipulated deadlines;
- Ensures Cabinet Decisions are received and actioned as directed/appropriate;
- Communicates directly on behalf of the Director with Executive management, staff, external clients/customers stakeholders and others, on matters related to the Director's Office;
- Functions as a liaison for smooth communication between the Director's Office and internal divisions in a manner that serves to maintain credibility, trust and support with senior management and staff;
- Ensures visitors and incoming calls to the Director's Office are received and screened; information or access is provided; referrals to appropriate staff effected; and/or other action are taken as deemed appropriate;
- Works closely with the Director to keep him/her well informed of upcoming commitments and schedules and follow-up as appropriate;

- Processes all correspondence addressed to the Director; and routes correspondence and documents as appropriate to allow for the efficient operation of the section;
- Researches, prioritizes, and follows up on incoming issues and concerns escalated to the Director including those of a complex, sensitive or confidential nature and refer or follow up on response as appropriate;
- Conducts on-line and off-line research at the request of the Director;
- Coordinates the receipt, distribution and dispatch of files and correspondence within the section to ensure that matters are settled in accordance with service standards.
- Ensures confidential files and records management systems, electronic and hard copy, are established and maintained in accordance with established policies and generally accepted professional standards;
- Maintains and updates databases, consults with Information Systems Personnel regarding programming problems and/or data integrity and makes recommendations for system enhancement;
- Maintains knowledge of the section's operations, working knowledge of the policies, procedures and practices to be able to respond appropriately to enquiries, requests or issues;
- Prepares reports and research documents as required;
- Assist with the prepares and delivery of presentations as needed.
- Assists with the preparation and conducts presentations on role of Unit for the Orientation and Onboarding programme.
- Performs all other related duties and functions as may be required from time to time.

Performance Standards:

This job is satisfactorily performed when:

- Calendars, schedules, itineraries are efficiently coordinated and maintained and the Director updated and briefed in a timely manner;
- Reports, correspondence, agendas, and other documents prepared and circulated in an efficient and timely manner;
- Meetings and events are efficiently and effectively coordinated and managed so as to ensure the achievement of meeting/event objectives;
- Communication between the Director's office, internal divisions and external stakeholders is conducted in a manner that serves to maintain the credibility, trust and support of senior management and staff;
- Director updated in a timely manner on the status of issues, assignments and matters requiring attention;
- Reports are prepared in prescribed format, are accurate and are prepared and submitted in a timely manner;
- Cabinet Decisions actioned in a timely manner;
- Research conducted is thorough and findings and conclusions sound;
- Movement of files and correspondences coordinated and allows for the easy and quick retrieval of information;
- Database is kept current and facilitate the completion of assignments in a timely manner and in accordance with established standards;
- Tact, sensitivity, diplomacy, discretion, professionalism and good judgment is exercised in the screening of calls and visitors and giving out of information;
- Confidentiality of information and communication, oral and written, is maintained at all times;
- Priorities are determined and tasks scheduled to meet deadlines;
- Administrative systems are established and maintained that ensures the efficient and effective operation of the section, confidentiality, easy retrieval, safe custody and an audit trail.

Internal and External Contacts (specify purpose of significant contacts:

Internal Contacts

Contact (Title)	Purpose of Communication
Director, CCFLU Senior Director, JPAD Senior Policy Analysts	To receive directives and provide recommendations and reports
Divisional Heads	To facilitate communication between Unit Heads and the Director's office
Senior Executives	To ascertain feedback (informal or otherwise) on initiatives, projects, follow up on reports and general information on behalf of the Director.
Staff	To communicate information and information on behalf of the Director

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Departments and Agencies of the MOJ	<ul style="list-style-type: none"> • Develop and maintain effective relationships; • Liaise on key functional or issues affecting areas.
MDAs	<ul style="list-style-type: none"> • As directed required
Office of the Cabinet	<ul style="list-style-type: none"> • To provide/obtain advice/information/Training
General Public	<ul style="list-style-type: none"> • To request and disseminate information pertaining to functional area

Required Competencies:

I. Core Competencies	Level	II. Technical/Functional Competencies	level
Adaptability	1	Accountability	1
Compliance	1	Attention to Detail	1
Customer and Quality Focus	1	Goal/Results Oriented	1
Initiative	1	Methodical	1
Integrity	1	Planning and Organising	1
Interpersonal	1	Problem Solving and Decision-making	1
Oral Communication	1	Records Management	1
Team Work & Cooperation	1	Resilience	1
Time Management	1	Stress Tolerance	1
Written Communication	2	Technical Skills	1
		Use and Application of Technology	1

Key Competencies
Ability to compose and edit written material
Solid dictation and transcribing skills
Tact and decorum when dealing with people
Working knowledge of the format of Cabinet submission and the approval process
Working knowledge of regulations, policies and procedures that guide the operations of the section
General knowledge in budget and cash flow preparation
Knowledge of office management and administrative procedures and practices
Knowledge of research and statistical methods and techniques
Ability to compose correspondence and reports

Minimum Required Education and Experience

a) Specific knowledge (however acquired) required to start:

b) Qualifications and Experience

- Diploma in Office Administration, Administrative Management, Management Studies, Public/Business Administration, or related social sciences;
- Two (2) years' experience in an Office Management environment.

Authority:

N/A

Specific Conditions associated with the job

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.
- Will be required to travel to meetings to support the Director, as applicable.